

**PAPERWORK REDUCTION ACT
DOC/NOAA CUSTOMER SURVEY CLEARANCE SUBMISSION
OMB CONTROL NUMBER 0648-0342**

This form should be used if you are submitting a collection of information for approval under the NOAA customer survey clearance assigned OMB control number 0648-0342. Mail this form, responses to the supplemental questions, the collection instrument, and any additional documentation to: **Office of Information and Regulatory Affairs, Office of Management and Budget, Docket Library, Room 10102, 725 17th Street NW, Washington D.C. 20503**

If the collection does not satisfy the requirements of the program clearance, you should follow the regular PRA clearance procedures described in 5 CFR 1320.

NOAA Subagency _____

Title (Please be specific) _____

Burden Hour Estimates

Number of respondents _____

Total Burden Hours _____

Hours per response _____

Cumulative Burden Hours
under Program Clearance _____

Agency Contact (*person who can best answer questions about the content of the submission*)

Name _____

Phone _____

Certification: The collection of information requested by this submission meets the requirement of the OMB approval for OMB control number 0648-0342.

Signature of Program Official

Date

Signature of NOAA Paperwork Clearance Officer

Date

OIRA

Date

Instructions for Submission under DOC/NOAA Customer Survey Clearance

1. Consult with the NOAA Paperwork Clearance Officer to confirm that your survey meets the conditions for submission under this clearance.
2. Answer the following supplemental questions about your survey.
3. Complete and sign the cover sheet. The NOAA Paperwork Clearance Officer will fill in the line marked "Cumulative Burden Hours under Program Clearance." Note: Any questions during the review about the survey will be addressed directly to the person listed as the Agency Contact.
4. Give the cover sheet, the answers to the supplemental questions, a copy of the survey, and any other helpful information to the NOAA Paperwork Clearance Officer. He will review the materials, sign the cover sheet and send the package to OIRA. The NOAA Paperwork Clearance Officer will be notified when the survey is approved under OMB Control Number 0648-0342

Supplemental Questions for DOC/NOAA Customer Survey Clearance (OMB Control Number 0648-0342)

1. Explain who will be conducting this survey. What program office will be conducting the survey? What services does this program provide? Who are the customers? How are these services provided to the customer?
2. Explain how this survey was developed. With whom did you consult during the development of this survey on content? statistics? What suggestions did you get about improving the survey?
3. Explain how the survey will be conducted. How will the customers be sampled (if fewer than all customers will be surveyed)? What percentage of customers asked to take the survey will respond? What actions are planned to increase the response rate? (Web-based surveys are not an acceptable method of sampling a broad population. Web-based surveys must be limited to services provided by Web.)
4. Describe how the results of this survey will be analyzed and used. If the customer population is sampled, what statistical techniques will be used to generalize the results to the entire customer population? Is this survey intended to measure a GPRA performance measure? (If so, please include an excerpt from the appropriate document.)